

AVAYA – Vendor Information for Represented Employees/Retirees

Pension

Plan	Phone #	Hours
Pension Information • Pension Service Center (PSC)	800-750-7300 TTY: 877-369-7596	M-F, 9am-6pm ET

Savings/401k

Plan	Phone #	Hours
Savings • Fidelity Investments	877-208-0783 (Outside the U.S. 508-787-9400) TTY: 800-610-4015	M-F, (excluding NYSE holidays) 8:30am- midnight ET

Health & Welfare

Plan	Phone #	Hours
Eligibility/Enrollment • SHPS (Retirees) • Fidelity (Actives)	800-526-8056 SHPS TTY: 800-952-0450 877-208-0783 Fidelity TTY: 800-610-4015	M-F, 8am-8pm ET M-F, (excl. NYSE holidays) 8:30am-8:00 pm ET
Dental • Aetna	877-508-6927 TTY: 800-990-9288	M-F, 8am-6pm ET
COBRA Administration • SHPS, Inc	800-526-8056 TTY: 800-952-0450	M-F, 8am-8pm ET
Vision Care • Cole Managed Vision	800-334-7591	M-F, 9am-9pm Sat., 9am-5pm ET
Long Term Care Insurance • MetLife	800-438-6388 (800-GET MET 8) TTY: 800-638-1004	M-Th, 8am-10pm Fri., 8am-9pm Sat., 9am-4:30pm (all ET)
Medical • Aetna For HMOs, contact Eligibility/Enrollment Administrator or individual HMO	877-508-6927 TTY: 800-990-9288	M-F, 8am-6pm ET
Mental Health and Chemical Dependency Program • Aetna	877-508-6927 TTY: 800-990-9288	M-F, 8am-6pm ET
Prescription Drug Program • Aetna	877-508-6927 TTY: 800-990-9288	M-F, 8am-6pm ET
Life Insurance • MetLife	Basic Life: 888-466-8659 TTY: 800-984-8652 Group Universal Life: 800-523-2894	M-F, 9am-5pm ET M-F, 8am-8pm Sat., 9am-4pm ET
Reimbursement Accounts (Health Care & Child/Elder Care) • SHPS, Inc	1-800-628-1678 TTY: 800-952-0450	M-F, 8am-8pm ET

Plan	Phone #	Hours
Employee Assistance Program <ul style="list-style-type: none"> Magellan 	877-804-9753 TTY: 800-695-5526	24 hours, 7 days

Other Benefits

Plan	Phone #	Hours
Avaya Employee Stock Purchase Plan <ul style="list-style-type: none"> Transaction Center 	866 - AVSTOCK (866-287-8625)	M-F, 8am-7pm ET
Avaya Employee Service Center	866-HRAVAYA (866-472-8292)	M-F, 8am-6pm ET
Leaves of Absence <ul style="list-style-type: none"> Health Services 	Resident state begins with: A - M 303-538-4795 N - Z 630-922-6754	M-F, 8am-5pm MT M-F, 8am-5pm CT
QDROs <ul style="list-style-type: none"> QDROs 	Paula Melendez (732) 271-2666	M-F, 8am-5pm ET
Retirement Awards <ul style="list-style-type: none"> OC Tanner 	800-267-8342	
Tuition Assistance <ul style="list-style-type: none"> Tuition Assistance Program 	866-HRAVAYA (866-472-8292)	M-F, 8am-6pm
Adoption Reimbursement Program	866-HRAVAYA (866-472-8292)	M-F, 8am-6pm
Group Legal Services <ul style="list-style-type: none"> Hyatt Legal Plans 	800-821-6400 TTY 800-821-5955	M-Th, 8am-7pm ET F 8am-6pm ET
Auto & Home Insurance <ul style="list-style-type: none"> MetLife 	800-438-6388 (800-GET MET 8) TTY: 800-638-1004	M-Th, 8am-10pm Fri., 8am-9pm Sat., 9am-4:30pm (all ET)
Work & Family Program <ul style="list-style-type: none"> Magellan 	877-804-9753 TTY: 800-695-5526	24 hours, 7 days
Time Off Planning Service (TOPS) Disability, Workers' Comp, FMLA issues Gates McDonald	877-211-8677	24 hours, 7 days